



MORTGAGE LOAN CLOSING MANAGER

APPLICATION DEADLINE IS SUNDAY, JANUARY 28, 2018 AT 11:59PM

Division: Single Family Loan Operations
Reports to: Director of Single Family Loan Operations
Location: Nashville, TN
Full-time/Part-time: Full-time
Salary Grade: 34
Monthly Salary Range Minimum: \$3,896
FLSA Classification: Exempt (03)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Supervises the organization's closed mortgage loans, maintains and controls follow-up in a timely manner, and handles necessary correspondence to carry out such maintenance; supervises Closing staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Directly supervises staff; interviews, hires, and trains employees; makes assignments and monitors work; develops employee skills and encourages growth and development; reviews and evaluates employee performance; addresses workplace issues and provides guidance, coaching, and disciplinary measures for staff; addresses personnel issues in conjunction with appropriate leadership and the Human Resources division.
- Reviews closed mortgage loan documentation to ensure the organization is in first lien position and meets insurer guidelines.
- Enters pertinent data into closed loan tracking system.
- Maintains high level of written and oral communication with Originating Agents (OAs) to ensure accurate and timely receipt of final documentation.
- Reviews results of Days Old and Critical Loan Reports.
- Reviews results of "Late Loan Report."
- Reports progress and problems to Director of Single Family Loan Operations.
- Answers day-to-day questions pertaining to closed loan documents.
- Prepares purchase report and distributes to servicing section of Single Family Programs and Finance Divisions.
- Recommends development of policies and procedures to enhance the effectiveness and efficiency of the closing function.
- Offers support to other areas in the division as necessary or as time allows.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- High school diploma or equivalent GED; Bachelor degree preferred.
- Six months of expertise directly related to assigned responsibilities.
- Five years of experience in the mortgage lending field, with at least four years of closing experience, preferred.
- One year of management experience preferred.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Ability to effectively manage staff; ability to plan, schedule, and evaluate the work of others.
- Working knowledge of Federal Housing Administration (FHA), Veterans Administration (VA), United States Department of Agriculture/Rural Housing Service (USDA/RHS), Federal National Mortgage Association (FNMA), and Private Mortgage Insurance (PMI) requirements.
- Good mortgage loan processing skills with knowledge of mortgage loan underwriting guidelines.
- Basic mortgage loan closing knowledge.
- Ability to work well with associates and the public.
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Documents regularly, thoroughly, accurately, and completely.
- High level of detail and accuracy.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER
APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION
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APPLICATION INSTRUCTIONS